

Accessing GPES – Local troubleshooting guide

I have clicked the link (<https://www.gpes.nhs.uk/>) but am unable to get access to the GPES website, how do I fix this?

- Your smartcard may not contain the correct permissions to allow access. Please contact your local Registration Authority representative to check or request that the following RBAC codes are added B1842, B1843, B1844, B1845 (this can be done remotely, but you will need to follow your local RA processes for doing this, which may include obtaining permission from your RA sponsor). You will not be able to view any GPES data without these smartcard permissions.
- Your local version of Java may be out of date. You can upgrade to the latest version by visiting the Java website, or clicking the 'allow' banner if this appears at the top of the page. You only need to upgrade Java on the PC being used to review collections data. Please contact your local IT service provider if you need further assistance, and let them know that the local set up of your equipment is preventing you from logging on to GPES.
- You may be trying to use a web browser that is not supported for use with GPES. Please note that whilst it may work with other browsers, the GPES system is supported for use with Internet Explorer 6, 7 and 8 only. Please note specifically that a new September 2015 update to Google Chrome is known not to work with a number of smartcard applications. If you do not have access to a supported web browser, you are advised to request an upgrade via your local IT service provider as soon as possible. Please let them know that the local set up of your equipment is preventing you from logging on to GPES.

How do I know who my Registration Authority representative is?

- Your Registration Authority representative is the person responsible for issuing, unlocking and updating smartcards. For GP Practices this may be your Practice Manager, or a colleague within the CSU. If you remain unsure, please contact the regional representative listed in this [RA contacts document](#) for further advice. Your Registration Authority sponsor could be the Practice Manager or somebody with management responsibility within the practice.

I have obtained access to the GPES website, but there is no data available to view, why is this?

- Check the latest bulletin for our collection timescales to confirm whether recent data collections should be available in GPES, and by which dates.
- If the bulletin confirms that live data should be available and you cannot see it on your GPES system, please report this to your local system supplier service

desk, who will log a call with the HSCIC National Service Desk on your behalf where necessary.

I have obtained access to GPES and can view the data, but I am unable to amend it as I can on CQRS, how do I correct the data?

- The GPES system does not provide functionality to amend data. If you notice any issues or errors with the data that has been collected, you should report this to your local system supplier service desk to investigate further.

I have completed all the steps within the troubleshooting guide, and I am still having GPES access issues, what do I do next?

- If you are still unable to access GPES and you have completed all of the steps of issue resolution above, please contact your local IT service provider, who will log a call with the HSCIC National Service Desk on your behalf where necessary.